

Daphne.Duke

**From:** Matt Dean <mdean@telecompliance.net>  
**Sent:** Monday, April 28, 2014 2:12 PM  
**To:** PSC\_CLECreport  
**Cc:** Grigsby, Kaitlyn  
**Subject:** Q1 2014 Quality of Service Report for Global Connection Inc. of America  
**Attachments:** SC QoS 2014 Q1 - GCI.pdf

Dear Commission, with copy to ORS,

Attached is the Quality of Service Report for Global Connection Inc. of America for the 1<sup>st</sup> quarter of 2014. Please let me know if you require any additional information.

Thank you,

Matt W. Dean  
Director of Regulatory Compliance  
Telecom Professionals, Inc.  
P.O. Box 720128  
Oklahoma City, OK 73172-0128

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Judith A. Riley, J.D.

12316 Hidden Forest Blvd.  
Oklahoma City, Ok 73142

April 28, 2014

**VIA electronic mail**

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125  
[CLECreport@psc.sc.gov](mailto:CLECreport@psc.sc.gov)

**RE: Service Quality Report – 1<sup>st</sup> Quarter 2014 (ending March 31, 2014)**

Dear Commission, with copy to Office of Regulatory Staff.

Please find the 1<sup>st</sup> quarter 2014 SCPSC Quarterly Service Quality Report for Global Connection Inc. of America. If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [mdean@telecompliance.net](mailto:mdean@telecompliance.net).

Sincerely,

/s/ Matt Dean

Matt Dean  
Regulatory Agent

Cc: Kaitlin Grigsby; Office of Regulatory Staff; [kgrigsby@regstaff.sc.gov](mailto:kgrigsby@regstaff.sc.gov)

## SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS  
1st Quarter Results  
Jan, Feb, Mar 2014

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 1st Quarter / 2014

Month:	<u>January</u>	<u>February</u>	<u>March</u>
Number of customer Access Lines	<u>2,438</u>	<u>2,278</u>	<u>2,216</u>
	<u>99</u>	<u>89</u>	<u>84</u>
Trouble Report / Access Line (%)	<u>4.06%</u>	<u>3.91%</u>	<u>3.79%</u>
Customer Out of Service Clearing Times (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
New Installs Completed within 5 Days (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations \_\_\_\_\_

Person Making Report / Contact Information Michael Khoury

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